

## Job Posting

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### POSITION IDENTIFICATION

<b>Position Title:</b>	<b>Customer Service &amp; Social Media Specialist (CSS)</b>
<b>Department:</b>	Operations - Customer Care
<b>Reports to:</b>	Airport Terminal & Customer Care Manager
<b>Classification Level:</b>	Level 2 (Non-Management Wage Grid) – Permanent / Full Time (0.96 FTE)
<b>Closing Date:</b>	Sunday December 12, 2021
<b>Last Updated:</b>	November 2021

### POSITION SUMMARY

The Nanaimo Airport Commission (“NAC”) is a not-for-profit airport authority, created in 1990, to manage the Nanaimo Airport (“YCD”). The NAC owns the 224-hectare airport campus located in Cassidy, located approximately a 15-minute drive south of Nanaimo. Reporting to the Airport Terminal & Customer Care Manager, the Customer Service & Social Media Specialist (“CSS”) is the initial point of contact for passengers/public and is responsible for helping our customers and guests by ensuring safe and smooth travels in and out of the Nanaimo Airport.

The CSS role contributes to the Nanaimo Airport’s overall success by creating an outstanding customer experience for the travelling public, when answering phone enquiries and when communicating on our social media platforms. This role requires professionalism at all times in dealing with the public and team members that are willing to go the extra mile to assist our guests by answering enquiries and resolving issues in a timely manner. CSS’s assist the Safety/Security team during flight times, with parking, other Security tasks as well as in Emergency situations. In addition, CSS’s contribute to our social media program and require experience in social media, including the ability to engage through Facebook, Twitter, Instagram, and Hootsuite. The CSS’s mission is to deliver professional customer service, meet the customers’ needs and assist in providing a safe environment for all staff, tenants, and guests that visit our facility.

### REQUIREMENTS

- ✈ Excellent oral and written communication skills.
- ✈ Strong computer literacy, including the full suite of Microsoft and Google office products, Virtual Meeting platforms, and database programs.
- ✈ Ability to prioritize and multi-task in a fast-paced work environment.
- ✈ Thrive in a collaborative, team environment.
- ✈ Professional and outgoing with a passion for helping people.
- ✈ Effective communicator with ability to interface well with staff and external contact.
- ✈ Highly organized, flexible and have a positive attitude.
- ✈ A team player, capable of working both collaboratively and independently.
- ✈ A strong focus on health and safety of self and other airport employees, guests, and contractors.

### QUALIFICATIONS

- ✈ High school graduation or equivalent.
- ✈ Minimum 1-year recent experience in a customer service role.

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### SCHEDULING ADHERENCE

- ✈ Available for shift work – early mornings, evenings, weekends, and statutory holidays.

### CONDITIONS OF EMPLOYMENT:

- ✈ **Mandatory COVID-19 Vaccination Required as of October 31<sup>st</sup>, 2021**
- ✈ Eligible to work in Canada. If you hold a work permit, it must be valid for a minimum of 12 months.
- ✈ Candidates must hold the ability to obtain the Transport Canada security card (RAIC). (To obtain this security clearance, candidates must undergo a thorough criminal background search, please see Transport Canada website for additional details.
- ✈ Must be able to pass RCMP records check.

### WORK ENVIRONMENT AND PHYSICAL DEMANDS

- ✈ Work area is mostly indoor in a climate-controlled environment with moderate background noise, however occasional work required outdoors where noise levels can be considerable.
- ✈ This position requires you to be mobile for the majority of the working day.
- ✈ Position requires lifting, bending, reaching, pushing and carrying weights over 10 kgs.
- ✈ No opportunity to work from home.

### ADDITIONAL INFORMATION

This position has been evaluated at a WGNM-2 with a salary range of \$41,410 (minimum) to \$45,960 (midpoint) to \$50,500 (maximum) per annum. Employment offers will normally be made between the minimum and midpoint of the range and are determined by knowledge, experience, and internal equity. The Nanaimo Airport offers a comprehensive benefits package including, vacation, sick leave, RRSP contribution, Employee & Family Assistance Program, and health benefits.

### APPLICATION PROCESS

The Nanaimo Airport is an equal opportunity employer committed to establishing an inclusive, equitable, and accessible environment for all. All qualified applicants will receive consideration for employment without regard to race, national origin, age, sex, religion, disability, sexual orientation, gender identity or expression, marital status or any other basis protected by applicable law.

### APPLICATION PROCESS

To apply for this opportunity, please email your resume and cover letter in pdf format with the subject line of “Customer Service & Social Media Specialist” plus your name to: [careers@nanaimoairport.com](mailto:careers@nanaimoairport.com).

Applications will be accepted until midnight on Sunday, December 12, 2021.

While the Nanaimo Airport values all applications we receive, only those candidates shortlisted for further consideration will be contacted.